

Complaints Procedure

At CRM we pride ourselves in providing a high level of service. Occasionally we may not get this right and you need to make a complaint. We look at complaints positively and take them as an opportunity to improve our services. All complaints will be dealt with promptly, and we'll do our best to come to a satisfactory resolution for all parties.

1. If you are a resident the quickest way to resolve your issue is to speak to a member of the accommodation team at the site reception in person. If you have not yet moved in, have left the accommodation or are unable to visit reception, you can contact the team by telephoning, video calling, or in writing via email.

If your complaint is complex, we may ask you to set out your complaint in writing to allow us to investigate further.

If your complaint is concerning a member of staff, then you can proceed confidentially to Step 2.

2. If you feel that the accommodation team have not dealt with your complaint satisfactorily, then you can escalate your complaint to the Head of Operations for the region

Please include an outline of your issue, your preferred contact method, and the person you have spoken with on-site regarding your complaint when writing to or emailing the Head of Operations.

The contact details for the Head of Operations can be obtained from your site team or by emailing notices@crm-students.com.

3. You should expect a response by email within 48 hours acknowledging receipt of your complaint. The Head of Operations may need to collect more information and will also want to speak to you to find out what we can do to resolve your complaint. This may take a few days to organise.
4. Following our investigation and within 14 days we will let you know our findings and will explain how and why we came to that conclusion.

Where a complaint is more complex, we may require more time to investigate and respond to your complaint. If we require more time, we will communicate to you providing revised dates of when we expect to provide you with a full response.

Further Escalation

If you are still not happy with the outcome of your complaint you may be able to escalate your complaint further by approaching an independent body for which CRM are members:

Property Redress Scheme

CRM are members of the Property Redress Scheme (PRS) which is a straightforward and easy to use consumer redress (ombudsman) scheme for Property Agents and Professionals.

You can contact PRS via the following website: <https://www.theprs.co.uk/Consumer>.

For PRS to accept your complaint you must have raised your concerns directly with CRM and allowed us up to eight weeks to resolve your complaint.

PRS may accept your complaint before eight weeks if:

- the issue requires urgent resolution
- we have not responded to any of your communication in a reasonable time
- and you have received a final response from CRM and remain unhappy

For PRS to consider your complaint your last communication with CRM must be within the last 12 months.

The National Code (ANUK)

CRM are members of the National Code for Student Accommodation and adhere to the standards set by the code. If you feel we or the landlord have breached the code and have been unable to resolve your complaint, you can complain directly to the National Code via the following website: nationalcode.org.

Propertymark

CRM are members of Propertymark, the leading membership body for letting and estate agents. If CRM, the Property Redress Scheme, or the National Code have not provided a satisfactory outcome to your complaint then you can complain to Propertymark by visiting their website www.propertymark.co.uk.

Scotland

If your accommodation is in Scotland, and you have exhausted CRM's complaints procedure, the Property Redress Scheme, the National Code and Propertymark, you can also complain to the First-tier Tribunal of the Scotland Housing and Property Chamber by contacting www.housingandpropertychamber.scot/apply-tribunal.